

HELP SHEET: ACCESSING SOCIAL CARE

What help can be provided?

This can be;

- Help with getting up, washing/bathing, dressing and getting into bed
- Housework, help with shopping, cleaning
- Day Care
- Night time assistance
- Provision of adaptations to help with daily living (handrails, showers)
- Meals
- Extra support through a personal alarm
- Attendance allowance – which is a government allowance to help you pay for personal care. It is tax free and not means tested.

How can Hanover help?

Hanover does not offer care of this type but we aim to provide you with advice on using local care services when you need them. This might mean telling you about; what is available, cost, your options, financial help and most importantly how to ensure that the care that you receive meets a good standard.

We will provide this information through the Estate Manager or Housing Manager or through Hanover's welfare rights service.

Every local authority sets their own criteria for how they assess needs and what services they can offer to people. You can ask for an assessment of your needs by Social Services (Adult Social Care).

There will usually be an assessment of your financial situation if you are requesting help to pay for these services. Some people do not wish to provide this information and prefer to pay for the services they receive in full.

If you don't wish to involve the Estate Manager or other Hanover staff you will usually find details of how to contact the Council in the phone directory or on their website under Social Services.

The assessment

This will usually involve a face to face meeting with a representative from Social Services and you and your family, our Estate Manager or any other representative you wish to have present (you can meet Social Services on your own if you wish). An assessment should usually take place within 28 days of being requested if you are eligible.

It's a good idea to think about the problems you have in advance and the level of help that you would like. Your views and wishes have to be at the centre of any decisions that are made.

It is really important if you have an assessment that you are honest about any difficulties that you have. This will ensure that social services will offer the most appropriate help for you.

After the assessment

You should receive information that describes what help you have asked for and how you have agreed that the help will be provided. You should also receive a copy of your Care Plan. This may say that your needs are not large enough for the Council to help. In such cases they should provide details of where you can access the required help privately.

If you disagree with the decision then you can appeal using the complaints procedure. If you agree to Hanover's Estate Manager viewing your care assessment they can help if there is a later problem.

Your assessment will usually be reviewed at least annually to ensure that the right level of help is being provided.

More information

Age UK Factsheets – www.ageuk.org.uk or
contact Age UK Advice Line on
0800 169 6565

(Factsheets 6,10,20,24,29,37,38,41,44 and 46 are related to social care)